



CITY OF ATLANTA

Job Announcement

COMMUNICATION ELECTRONIC TECHNICIAN, SENIOR

(Network Operations Center Operator)

STARTING SALARY: \$38,461

SALARY GRADE: 18

Applications Accepted From: April 17, 2006 until Vacancy is Filled

Minimum Job Requirements

Persons applying must a high school diploma or GED, BS/BA in Computer Sciences or Engineering preferred – will also consider directly related NOC/SOC experience & CCNA Industrial Certification and one year experience interfacing with vendors or 3rd party Network Operation Centers, internal and external customer, and network monitoring & helpdesk/trouble ticketing systems or any equivalent combination of education, training and experience which provides the requisite knowledge, skills, and abilities for this job.

Technical Skills Required

Experience with proactively ensuring network, server & environmental infrastructure are available and secured; ability to logically troubleshoot and evaluate connectivity issues; strong familiarity with desktop operating systems Window 2000 & XP, systems backup software, tape libraries, tape rotation, and scheduling for enterprise backup solution.

Duties of the Job:

This employee is responsible for remotely monitoring, troubleshooting, & performing preventative maintenance on a SONET OC-192 fiber-optic backbone and wireless system that operates 24 hours a day, 7 days a week. Because of the 24x7 operational periods of the fiber & wireless systems, the candidate will be required to work rotating shifts, frequent overtime & holidays. Day-to-day activities include monitoring & reviewing incoming SNMP traps, base lining "normal" traffic patterns/utilization, investigating network abnormalities, performing MAC (Moves, Adds, Changes) as needed, provisioning circuits, providing tier-1 phone support to both internal and external customers, acting as liaison between customers & tier-2 or above engineers, & dispatching engineers/technicians as needed.

To Apply For This Job

Applications will be accepted weekdays during the hours 8:30 a.m. - 4:30 p.m., Monday through Friday

Resumes not accepted in lieu of application.

Apply at: Department of Human Resources, 68 Mitchell Street, S.W., Suite 2107 Atlanta, GA 30303

Phone: (404) 330-6369 www.atlantaga.gov FAX: (404) 658-6157

Affirmative Action/Equal Opportunity Employer

The City of Atlanta is an Equal Opportunity Employer and does not discriminate on the basis of Race, Sex, Age, National Origin, Religion, Sexual Orientation or Physical/Mental Disability (Except where physical requirements constitute a bona fide occupational qualification.)

APPLICANTS WHO MEET THE ABOVE REQUIREMENTS ARE PLACED ON THE ELIGIBLE REGISTER IN THREE CATEGORIES: QUALIFIED, WELL QUALIFIED, HIGHLY QUALIFIED

The Examination For This Job Will Consist Of An Evaluation of Applicant Training And Experience.

The hiring authority will contact only those applicants they deem most appropriate for the position within 30 days of the expiration of this bulletin. No other form of communication will be sent.